

ORIGINAL



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MEMORANDUM

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AZ CORP COMMISSION
DOCUMENT CONTROL

TO: Docket Control
Arizona Corporation Commission

FROM: Reg Lopez
Public Utilities Consumer Analyst II
Utilities Division-Tucson Office

DATE: January 21, 2004

RE: IN THE MATTER OF U S WEST COMMUNICATIONS, INC.'S COMPLIANCE WITH § 271 OF THE TELECOMMUNICATONS ACT OF 1996 / IN THE MATTER OF QWEST CORPORATION'S COMPLIANCE WITH SECTION 252(e) OF THE TELECOMMUNICATIONS ACT OF 1996 / ARIZONA CORPORATION COMMISSION (COMPLAINANT) v QWEST CORPORATION (RESPONDENT) DOCKET NOS. T-00000A-97-0238, RT-00000F-02-0271, T-01051B-02-0871

Attached are the original and 16 copies of a customer OPINION received via telephone by the Consumer Services Section of the Arizona Corporation Commission regarding the above referenced matter. The customer OPINION is recorded under 2004-31920.

Originator:

Attachment: Original and 14 copies

Arizona Corporation Commission
DOCKETED

JAN 22 2004

DOCKETED BY	<i>CAC</i>
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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Reg Lopez **Phone:** (520) 628-6555 **Fax:** (520) 628-6559

Priority: Respond Within Five Days

Opinion No. 2004 - 31920 **Date:** 1/20/2004

Complaint Description: 08Z Rate Case Items - Other

Complaint By: **First:** Edward **Last:** Evans

Account Name: Edward Evans **Home** (520) 888-3786

Street: 4131 N. Western Winds **Work:** (000) 000-0000

City: Tucson **CBR:**

State: AZ **Zip:** 85705 **is:**

Utility Company: Qwest Corporation

Division:

Contact Name: 00000000 **Contact Phone:** 00000000

Nature of Complaint:

Cstr wanted to express that he wants the ACC to pursue the fines assessment against Qwest at the maximum. He feels that Qwest should not be allowed to get away with this after what Qwest has done and the subsequent impact to their customers. He also feels that all the entities involved should also be harshly admonished for their involvement.

Utilities' Response:

Investigator's Comments and Disposition:

I agreed to have this noted for the record.

Complaint form and cover letter to to be sent to Docket Control tomorrow, 1-21-04, for docketing. This is to be filed under Docket # T-00000A-97-0238, RT-00000F-02-0271 and finally T-01051B-02-0851. File closed.

Date Completed: 1/20/2004

Opinion No. 2004 - 31920